ROU Brief - 8/7/96

For: AVP/RSM/RBM/ROM/KAM/AM/RM-DFM/AE/MC/PC/PRC/SC

FSC-139-A

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DISTRIBUTE TO ALL FULL-TIME FIELD SALES PERSONNEL

➧ *AIM System/SIS - Changes Due to MSA Transition*

Due to the transition in July 1996, to MSA for processing of the AIM data, there are several changes you should be aware of as it pertains to the AIM system and SIS.

Effective **August 5, 1996**, the AIM system will no longer provide instantaneous or overnight update capabilities. **Updates made to accounts from August 5 through August 16 (the last day the AIM system is available per ROU Brief dated 7/10/96) will not be reflected in the AIM system until September 3, 1996.** This will impact the following:

Unassigned/Suspended Accounts (Functions 215, 216, 217, 218) - When accounts are assigned, suspended, unsuspended, or re-assigned (through research done in Winston-Salem), the AIM system will build a file of the update(s) which will be transmitted to MSA on a weekly basis. MSA will incorporate these updates into the next weekly file that is transmitted to RJR. **After September 3, 1996, these updates will not be reflected in the AIM system for at least one and possibly two week(s), dependent upon the day the update was done.**

SIS Updates- An updated Master List will be sent to MSA on a weekly basis. MSA will incorporate any updates such as changes to Class of Trade, stores within Chain Id's, etc. into the next weekly file that is transmitted to RJR. **After September 3, 1996, Master List updates will not be reflected in the AIM system for at least one and possibly two week(s), dependent upon the day the update was done.**

Due to the timing issues associated with updates as outlined above, it will be imperative for users to keep accounts current in the Master List and AIM system and to plan ahead on presentations to accounts.

ROU Program Contact: Stephanie Fields extension #7742

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Source: https://www.industrydocuments.ucsf.edu/docs/jygn0000

ROU DETAIL

➧ ***SIS Master List Enhancement***

The "ADD" function on the M01 selection screen has changed to default the indicator to an "A" for all master list selections when an add is selected after the first master list selection. The old method forced you to place an "A" in the add selection indicator each time while adding a group of accounts. The default of the indicator to an "A" will save time when adding groups of accounts together and eliminate the common mistake of forgetting to put the "A" in the indicator while adding accounts together.

Program Contact: Chris Minner, extension #3745

➧ ***Wood Fixtures Damaged During Transit***

We are aware of the problems you are experiencing with deliveries of wood fixtures. Based on recommendations from ROUs, Development Managers and our supplier, the following packaging changes will be implemented by mid-August in an effort to reduce damages:

- The cross-bar will be removed from security doors when doors are shipped with units. Cross-bars, along with door handles, will be wrapped and secured inside the unit, on the bottom shelf, prior to shipment.
- Security door frames will be shipped on the back of units with additional corner padding added to protect the frame.
- An extra deck board will be added to pallets to allow placing canopy boxes against the back of units inside the stretch-wrap. This should reduce damages to the tops of units.
- A full length cardboard insert will be added to the front of units to provide additional protection for shelves and to discourage carriers from using the shelves as a handling mechanism.
- Bands (unit to pallet) will be placed inside the stretch-wrap to discourage carriers from cutting bands and removing units from pallets. Distribution and Logistics will continue to follow-up with carriers in an effort to prevent them from removing units from pallets prior to delivery.

We will continue to solicit your feedback and work with our supplier/warehouse to develop additional packaging improvements and explore other shipping options.

You can assist us with this effort by reporting packaging issues or warehouse shipping errors to Bill Brown, extension #3324. Carrier related issues should be reported to Distribution and Logistics (Vickie Boles, extension #7603 or Richard Yarbrough, extension #1794).

Note: We have determined some damages are the direct result of refused and re-delivered shipments. Refused shipments adversely impact fixtures, since each move increases the chances of damaging the unit. Fixtures that may have been intact during the first delivery attempt may be damaged prior to final delivery or during the return trip to the warehouse. Please review the ROU Brief section on "Refused Shipments" in this edition of the ROU Brief with this in mind.

Program Contact: Bill Brown, extension #3324

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Source: https://www.industrydocuments.ucsf.edu/docs/jygn0000

➧ *Refused Sales Materials Shipments*

During the second quarter of 1996, refused Sales Materials shipments (merchandisers, promotional materials, etc.) increased significantly over 1995. As in the past, reasons include:

- Appointment required
- Did not order/duplicate order/order canceled
- Consignee moved, can not locate
- Require inside delivery
- Require purchase order number
- No room/storage space
- No one available to receive
- Store closed/closing
- Order not palletized
- No reason given

As noted in the past, the number of refused shipments can be reduced by:

- Ensuring address files are accurate and up to date prior to placing orders.

- Identifying all carrier and special handling requirements at the time of order entry:
  - Inside delivery required
  - Palletized
  - Notify before delivery (show phone #)
  - Residential delivery
  - Direct account's purchase order number
  - Lift-gate service required (**Note:** restrict to deliveries of wood fixtures to C-Stores or other stores without receiving dock or handling equipment)

- Ensuring Sales/Retail Reps are aware of pending orders and have storage space available to receive shipments. In addition, carrier instructions must include authorization for carriers to release materials to someone other the Sales/Retail Reps (i.e., designated receiver at outside storage location).

- Identifying and canceling duplicate orders, orders going to closed stores, or orders which will be refused due to contract changes, as soon in the process as possible. This will eliminate unnecessary freight and handling costs.

Important: All refused shipments must be handled in accordance with established procedures and within the terms outlined in our contracts with carriers. In order to ensure we do not incur unnecessary or excessive freight charges for reconsignments, field personnel must contact Distribution and Logistics for instructions for handling all shipments which cannot be delivered as scheduled to the original consignee.

We realize some refusals are unavoidable and will continue to occur from time to time; however, with your help we can minimize the impact on field/home office personnel and avoid additional freight and handling costs.

If you have questions regarding Sales Materials Warehouse shipments or issues contact Bill Brown, extension #3324. Questions regarding carrier deliveries, reconsignment instructions or service should be directed to Vickie Boles, extension #7603.

Program Contact: Bill Brown, extension #3324

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Source: https://www.industrydocuments.ucsf.edu/docs/jygn0000

Personal Performance Report (PPR)

As mentioned in ROU Brief FSC-135-A, dated July 31, 1996, the availability date to order the pre-printed carbonless Personal Performance Report Form #296 through SMS will be Tuesday, August 20, 1996, Item #162461 (25/SKU).

Program Contact: Don Williams, extension #5503

SALEM Workplan POS

Effective 8/30/96, the following SALEM workplan POS items will be placed on open order status to allow non-priority as well as priority markets ordering capability.

POS Piece	Item #	SKU Packing
Small PPD Card	503045	1
Large PPD Card	503051	1
Large Paster	503054	1
Display Strip	503060	1
Small Display Strip	503063	1
19" Canopy Transparency	503072	1
20 Column OPM Transparency	503075	1
8 Column OPM Transparency	503081	1
24" Package Merch Transparency	503090	1
19" Canopy Card	503840	1
24" Package Merch Card	503843	1

Program Contact: Steven O'Leary, extension #3466

SALEM Pricing Banners

SALEM 8' x 3' pricing banners are now available on open order - Item #504281 (1/SKU).

Program Contact: Steven O'Leary, extension #3466

Professional Sales Negotiations Training

Professional Sales Negotiations training for KAMs, DMs and AMs scheduled for third quarter 1996 has been postponed until 1997 due to all the recent training delivered to many of these Managers (e.g., Sales Force Automation, Category Advisor/Took Kit and Sales Management Development Programs). Hopefully this time away from formal training will allow time needed to practice and develop skills learned.

The Sales Training and Development Department will advise on the rescheduled dates for Professional Sales Negotiations training during fourth quarter 1996.

Program Contact: Bill Roth, extension #6316

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